The role of electronic management in determining job management strategies: Evidence from travel agencies in Iraq

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Abstract

E-management has become a necessary requirement to provide for communities through offering services quickly, effectively and efficiently in the governmental and non-governmental institutions. This requires specific strategies for job management which are consistent with those developments. Hence, the investment institutions should invest data in electronic management in achieving tasks for employees and the other beneficiaries of its services, and hence the problem that revolves around the answer to this question is: What is the role of Electronic Management in determining job management strategies? The research aim was to identify the role represented by the success factors in electronic management (strategic vision, senior management support, external pressures, high expectations of beneficiaries, technological change) in determining job management strategies. The researchers' chose ten strategies applied in Iraqi state organizations represented by the Office of the Wasit Governorate, Wasit Traffic, and the Travel and Nationality Directorate in Wasit, which are all travel related agencies and bodies. Descriptive analytical research was adopted, and data was collected from sixty directors and the heads of departments and divisions and units. A questionnaire was used as a key tool in data collection, and data were analyzed using a regression analysis program (SPSS AMOS V.25) and the researcher calculated the effect size of the Cohen coefficient to determine the strength of the relationship and impact between hypotheses and study variables. The study concludes with a set of useful conclusions and recommendations.

Keywords: E-management, job management strategies, travel agencies, Wasit, Iraq.

Introduction

The current world lives in tremendous information revolution, especially after the spread of e-business and Internet networks and communications and information systems which don't stop advancing and are in constant evolution. In today's accelerated environmental organizations in various fields of economic, political and social life, should not stand transfixed in front of the rapid changes for if they do, they will be threatened with extinction. Such rapid changes in the technological environment, and the phenomenon of globalization and its challenges, and the changing demands of customers, work in unstable markets, along with increasing competition for markets and products. Organizations improved performance requires, for the purpose of competition, these challenges which put considerable pressure on organizations. So this study highlights the role of electronic administration in determining career management strategies in a sample of Iraqi organizations involved in state travel agency/body operations (Office of Wasit Governorate and Wasit Traffic Director and also the Travel and Nationality Directorate in Wasit).

To avoid the risks associated with changes on organizations and how they respond to these changes and maintain efficient performance by offering a fast and efficient global transaction service is part of the study. In this regard the electronic management data and investment that

organizations adopt in achieving their tasks for employees in those institutions and beneficiaries alike, is important. The problem of the study is to identify the role of electronic administration in determining job management strategies in selected Iraqi organizations and what is being applied regarding electronic management in their dealings. Consistent with the above, the questions indicated below can contribute to clarify the problem of the study:

1- What is the role of electronic administration in determining job management strategies?
2- What are the strategies adopted in managing Iraqi organizations jobs?

The result of this study will help to show the nature of the role of electronic management In determining job management strategies in a sample of Iraqi organizations that follow the electronic administration approach in their transactions .

The Research Importance

1- This study illustrates the role of electronic administration in determining job management strategies in the offices of the Wasit Governorate, Wasit Traffic Directorate and Travel and Nationality Directorate, from which it will be able to cope with changes in the external environment.
2- In addition it will also provide some solutions to the problems that beset the Iraqi organizations, and especially as a big role player and an actor in the development.
3- The growing importance of identifying appropriate job management strategies of the organizations to meet the challenges faced by them is considered.
4- The biggest benefit is what can be learned from organizations and what can help them to improve operations.

Literature review

Electronic management and job management strategies

Concept of Electronic Management: This refers to use of information and communication technology and modern techniques to implement administrative and electronic services anywhere and at any time, leading to quality performance and quickly made decisions based on accurate direct information (Al-Khatib, 2018:31). It is also the process of transition from traditional management to build upon the achievements of the electronic information and communication through the automation of administrative activities to obtain information and data in an easy and quick form and to make decisions and provide other necessary services and educational services to society. (Al-Tahan, 2014:123). For some it is seen as a strategic approach followed in the implementation of a high performance system to manage dynamic organizations and organizations futures based on technology, and it uses automation and artificial intelligence and also integration by using rapid development towards creating a knowledge environment for the realization of the vision and mission of the organization (Yao et al., 2011:658).The researcher believes that electronic administration using technology to improve and facilitate the administrative work through streamlined communications and programs will invariably ensure the completion of operational work in an integrated way, which is fast and with minimal costs involved.

Importance of Electronic Management

1.- Simplify procedures, reduce costs and provide more quality service.
2- Shorten administrative tasks.
3- Objectivity and precision in executing processes is needed.

4- Facilitate communication between the various departments and organizations with other organizations within and outside the country.

5- Mitigating the direct relationship between customers and administrators, allowing reductions in the influence of personal relationships in access to services.

6- Reducing the use of paper addresses the problem of providing and documenting transactions which are prone to corruption and fraud (David, 2005:10).

Information technology is evolving, and quick rates of these changes are expected to increase in the future, thus contributing to comprehensive technological applications, leading to the efficiency and effectiveness of organizations (Turban et al., 2008, 554).

Success of the Electronic Management Factors

1- **Strategic vision for e-Government:** Forman,(2002:4) clarified three principles defining the strategic vision for e-Government:-
   A- Be based on customers, not based on bureaucracy.
   B- Be directed to results.
   C- to be supported on the market, and encouraging creativity effectively.

2- **Government support for electronic management:** The electronic administration is facing obstacles, the most important of which is the financial and political support, so the project must be supported financially by the senior leaders to provide him with the opportunity to continue (Gaber, 2002:20).

3- **External pressures**: Is the potential risk that could affect the course of action in the event of such customer is not responding to the change seen by e-government projects are rejected by modern methods which would adversely affect the success of these projects (AL-Areshe, 2008:31).

4- **Beneficiaries expectations for electronic administration:** to factors affecting beneficiaries ' expectations are (Al-Azzawi, 2010:120):
   - represented by personal needs and alternatives - previous experience – promises of declarative promises about its services-standing irritant consumer sensibility towards service.

5- **Technological changes to e-management:** to employ modern technology for the benefit of society and enable him to get many benefits to improve performance and provide opportunities to invest in the technology sector to facilitate life and technical benefits available as in International trends (Mokhtar, 2007:11). As a result of the growing technological development in the information revolution, the world has witnessed the emergence of new concepts, starting with the concept of management information systems through the concept of e-commerce and e-business and e-Government to the broader concept of electronic management. The latter are considered as a branch that is new within cognitive science topics that do not constitute a substitute for traditional management (Nate, 2012:2).

Job Management Strategies

Wickamasinghe and Jayaweera, (2011:926) have said to that there are (25) job management strategies which may apply totally or partly according to the reality of each country and its philosophy and trends of economic globalization and knowledge economy and they are:

1- Open options strategy: the organization to transform inputs into outputs from the surrounding environment while ensuring ongoing adjustment to the system through feedback (William, 2008:373).*

2- Skills development strategy: the continuing process of developing skills and attitudes of employees and improving their ability to face challenges (Noe et al, 1994:59).*

3- Virtual leadership strategy: Self-support for workers and work teams with less supervision (Torrington &et al., 2004:490).*

4- Important operations expertise development strategy section: organizations need to adopt strategies for the development and shift from manufacturing to a service economy and globalization (Harris, 2001:340).*

5- The President's suggestion is strategy realization competence: grant willing workers more job opportunities to assume responsibility and partial autonomy to carry out work of asking about it through feedback (Kinicki & Williams, 2008:218).

6- A strategy document work experience obtained in the organization: selection of persons with skills and experience to perform the job (Mathis & Jakson, 2003:31).

7- Outlook calendar strategy: results of the performance of workers and provide them with appropriate incentives (Noe, 2006:359).

8- Strategy based on direct supervisors: Guide and instruct employees directly with supervisors (Harris, 2001:350).*

9- Perceiving strategy achievements: complete a work and goal achievement and good impression that make supervisor aware that these achievements work on achieving goals efficiently (Kinicki & Williams, 2008:218).

10- Diverse capacity strategy: urging people to compete and achieve high performance and excellence and responsibility (Al- Saedy, 2017:429).

11- Flexible working hours' strategy: use flexible work schedules aimed to encourage managers and administrators to put tables fit the conditions and needs of individuals (Corbett, 2004:5).

12- Strategy realization of functional goals: the employee shows boss targets and positions within the current duration (Noe, 2006:407).

13- Alternative work strategy: make some practice work at home with modern techniques and benefit from the technological evolution (Al-Saedy, 2017:431).

14- Strategic thinking: identifying the means for solving problems and obstacles during work (Al-Saedy, 2017,431).

15- Strategy based on the experiences of the organization: the organization's dependence on organizational culture and one needs to know it's the strengths and weaknesses to forge it (Kinicki & Williams, 2003:3).

16- Re- feedback strategy the process of the return of information to the primary source and determine the suitability of their output (Al- Saedy, 2017:433).*

17- Strategy for providing Information and proposals and spread innovation and facilitate problem solving (Schneider & Barsoux,1977:15).

18- Strategy of bringing in outside expertise and outsource specialists from abroad (Al-Saedy, 2017:433).*

19- Internal relations network strategy that makes the organization do its efficiency work great with and quality (Prus & Cohed, 2001:87).

20- Mentors or strategy guides and take advantage of high expertise in developing successful demonstration programs contribute to the development of employees (Noe, 2006:402-403).

21- Adaptive Strategy: requiring adaptation and ability to manage change and innovation and rapid response to changes (Al- Saedy, 2017:433).*

22- Knowledge acquisition strategy and follow developments in modern technologies and monitor customer expectations. (Dess, et al., 2005:430).

23- Internal development opportunities strategy by employing fugitive elements of rival organizations (Dessler, 2013:83).*

24- Investment strategy development opportunities outside the organization and work to attract human resources from outside the organization and participation in training programmers enable the organization access outstanding performance (Al-Saedy, 2017:439).

25- The strategy of planning and adapting to changes that occur employees (Al-Saedy, 2017:439).

For the purposes of the research, ten of these strategies, which correspond to the functional environment of Iraqi organizations, were selected as per Al-Saedy (2017) when presenting the theoretical aspect of these strategies.

Previous Studies

Naser's study, (2014), "The Impact of Organizational Culture on the adoption of electronic management in the public Authority for Applied Education and Training in Kuwait". The sample was 350 individuals from clinicians in the public authority for applied education and training. It reached a positive relationship between organizational culture and adopting e-governance. Hajaia and Roud's study (2014), "The Obstacles of application of electronic management in Tafila Technical University" (faculty members perspectives) the sample consisted of 130 faculty members in Tafila Technical University in Algeria. It found that in order to deliver effectively, the major constraints to apply electronic management were human constraints followed by financial ones. Khashman and Al Ryalat, (2015) in their study "The Impact of electronic Human Resources Management of Practices on Business Performance in Jordanian Telecommunications Sector: The Employees Perspective", a considerable positive impact of e-HR management dimensions of performance was reached. 329 individuals were in the sample and they were working in telecom companies. Shwiy, (2016) studied electronic management and its impact on career development and improved performance on a group of Iraqi social institutions so as to determine the need and necessity of novie reached infrastructures that help work e-mail . This was to provide the best electronic services and better functionality. Al-Kateb (,2018) looked at "The Role of E-Management in Achieving Administration Innovation , an applied study in the ministry communication and information Technology". The results showed that there is an effect of administrative requirements on administrative innovation at the level of significance (0.05) in the Ministry of Telecommunications and Information Technology. Here we consider previous studies is the starting point for the present study characterized by searching electronic administration job-management strategies in a sample of organizations.

Research model and hypotheses

Based on findings from the literature review, the following research hypotheses were developed:

H_1: There is significant effect for factors of success of Electronic Management on Open Options strategy

H_2: There is significant effect for Factors of Success of E. Management on Skills development strategy.

H_3: There is significant effect for Factors of Success of E. Management on Virtual leadership strategy.

H_4: There is significant effect for Factors of Success of E. Management on Important Operations Expertise development strategy section.

H_5: There is significant effect for Factors of Success of E. Management on Strategy based on the experiences of the Organization.

H_6: There is significant effect for Factors of Success of E. Management on Re: Feedback Strategy information.

H_7: There is significant effect for Factors of Success of E. Management on a Strategy of bringing in outside expertise.

H_8: There is significant effect for Factors of Success of E. Management on Adaptive Strategy.

H_9: There is significant effect for Factors of Success of E. Management on Internal Development

opportunities strategy.

H_{10}: There is significant effect for Factors of Success of E. Management on Investment Strategy development opportunities outside the Organization.

To test the above hypotheses, the following research model was adopted (Figure 1).
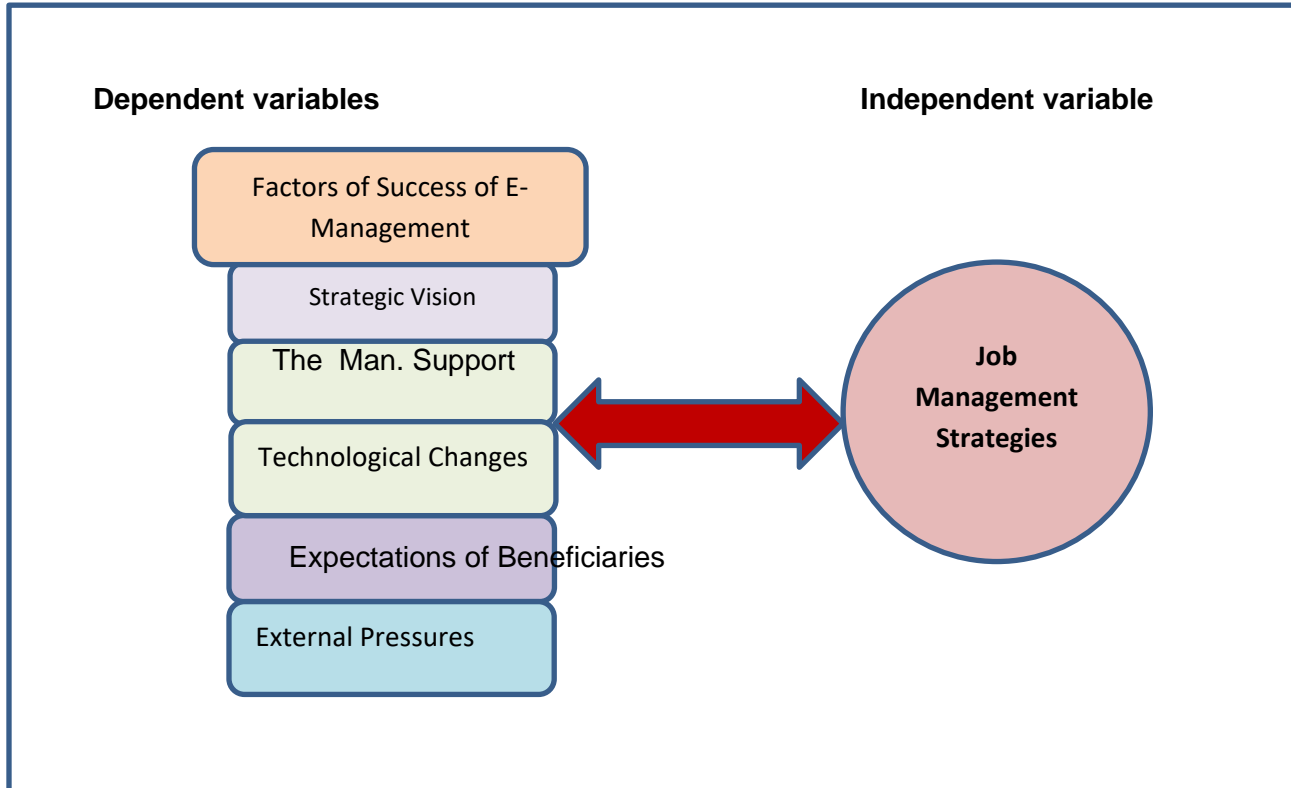
Figure 1: The research model

Data collection

A- **The theoretical side:** To obtain data and information the research adopted the available foreign and Arab sources and the internet sources which were related to the subject of the research.

B- **Study Tool:** To get data and information related to the field side of the study a questionnaire was adopted which was designed by asking study questions and objectives in the light of scientific vision achieved through relevant scientific sources. The questionnaire included three sections: Section 1: personal data. Section II: questions about success factors for e-governance which were formulated in terms of (1-15). Section three: related to questions about job and management strategies that are formulated in terms of (16-25.**).** According to the Likert scale, the weights of the resolution vertebrae were determined in the second and third sections.

C- **Statistical Analysis of Questionnaire:**

1- **Reliability Scale:** Consistency means consistency and repetition in measuring the same phenomenon studied. High stability measurements include less measurement error and the stability factor provides many statistical indicators of the characteristic or phenomenon under study through which the accuracy of the scale used in the measurement can be judged. In addition to the estimation of the stability of the scale

it provides the researcher with basic information on the quality and technicality of the scale, its validity, accuracy and consistency in providing us with data on the characteristic or phenomenon studied.

To extract the fortitude we worked as follows:
- **a-** **Test –Retest Method:** For the purpose of calculating reliability we applied the questionnaire to a random sample of 25 individuals who were chosen randomly by the researcher and then reapplied it two weeks after the questionnaire collecting sample statistical analysis and first application were considered. Then we calculated the relationship between the first and second application using Pearson correlation coefficient and results of correlation coefficients for each dimension ranged from positive (0.812-0.91) and the resolution as a whole (0.92) and the following table (1) illustrates this.

Table 1. Transaction values stability test method

No	Dimensions	Stability coefficient
1	Strategic Vision	0.812
2	Senior Management Support	0.854
3	Technological Changes	0.813
4	Expectoration of beneficiaries	0.91
5	External Pressures	0.902
6	Job Management Strategies	0.88
	Scale as a whole	0.92

- **b-** **Cronbach Alpha:** Measuring (Cronbach Alpha) answers personnel performance consistency of the paragraph to another and indicates the degree to which you
- **c-** subscribe to all paragraphs of the scale to measure a specific property when the individual and this method causes an internal coherence scale structure which is also called the smoothing factor. To extract stability in this way for the dimensions and for the scale as a whole, the researcher used the program (SPSS V.25) and applied the equation for Cronbach Alpha coefficient where the scale was as a whole (0.959) for three dimensions ranging from (0.954-0.959) and thus is an excellent indicator to measure a steady Cronbach confirming that the high stability coefficient is indeed an accurate scale (Cronbach, 1964: 639). The following table (2) illustrates this:

Table 2. Values of reliability coefficients in a way Cronbach Alpha

No	Dimensions	Stability coefficient
1	Strategic Vision	0.954
2	Senior Management Support	0.957
3	Technological Changes	0.955
4	Expectoration of beneficiaries	0.958
5	External Pressures	0.956
6	Job Management Strategies	0.951
	Scale as a whole	0.959

c - Society and the research samples: The research community was represented by Wasit Province Office, Wasit Traffic Directorate and Wasit Directorate of Travel and Nationality in, which use electronic management to provide their services to the people of the province. The

research sample consisted of 60 directors (heads of departments, units and people) in those departments. As decision-makers, both according to their location and representing the senior, middle and lower management, the sample of the study can be observed through the following table:

Table 3. The Distribution of the research area according to the age location, qualification and the length of service

Job Position	Number	Person's Number	Ratio
	Laboratory Manager	15	%25
	Head of Department	20	%33
	Official Division	25	%42
	Employees in departments	60	%60
	Total	100	%100
The Age	Number	Person's Number	
	21-30	18	%30
	31-40	23	%38
	41-50	19	%32
	Total	60	%100
Qualification	BA	32	%53
	Technical Diploma	20	%34
	High school	8	%13
	Total	100	%100
Length of service	5-15	18	%30
	16-25	35	%58
	26-35	7	%12
	Total	100	%100

d. **Discriminating power of items:** The aim of analysis of paragraphs was to maintain good paragraphs after confirming their strength in achieving distinction between individuals under measurement because the conditions of the task of metrics are discriminatory power between individuals with good grades and individuals with low scores on the characteristics to be measured.

Discriminatory power has been verified for paragraphs using the method of two extremes by applying a statistical analysis sample scale passage of 60 and then selecting the total class of applications and their order. After applying the T-test of two independent variable to samples see indications of differences between the two lower and higher degrees of all paragraphs of the 25 metrics, all paragraphs were statistically functional which indicate moral differences compared to the t-table value 1.96 * abstract level 0.05. as in the following table (4).

Table 4. Discriminatory power of paragraphs using the two extremes)

No	Exceptional paragraph Number	Upper Limits		Minimum Limits		Calculated T Value	Level Significance 0.05
		Mean	Standard Deviation	Mean	Standard Deviation		

1	2	4.33	.7870	2.3	.781	9.331	Statistical Function
2	3	4.31	.7810	2.3	.781	7.22	Statistical Function
3	4	4.13	.7680	2.1	.761	6.33	Statistical Function
4	11	4.00	.8390	2.	.831	10.147	Statistical Function
5	7	4.07	0.909	2.0	.901	11.258	Statistical Function
6	19	3.9	0.729	1.9	1.72	9.357	Statistical Function
7	10	4.01	0.812	2.1	1.81	8.032	Statistical Function
8	6	4.13	.7300	2.1	.731	9.34	Statistical Function
9	14	3.97	.9930	2.9	.991	4.331	Statistical Function
10	17	3.93	1.012	2.9	1.01	4.67	Statistical Function
11	27	3.75	.9890	2.7	.981	6.367	Statistical Function
12	15	3.96	1.093	2.9	1.09	5.314	Statistical Function
13	1	4.35	.6090	2.3	.601	4.012	Statistical Function
14	8	4.04	.6800	2.0	.681	4.08	Statistical Function
17	23	3.86	.8610	2.8	.861	10.25	Statistical Function
18	20	3.88	0.840	2.8	1.84	11.162	Statistical Function
19	5	4.13	.7860	4.1	.781	9.014	Statistical Function
20	18	3.93	.7930	2.9	.791	6.012	Statistical Function
21	31	3.63	1.041	2.6	1.04	6.145	Statistical Function
22	34	3.53	1.278	2.5	1.27	6.69	Statistical Function
23	33	3.56	1.221	2.5	1.22	3.483	Statistical Function
24	35	3.24	1.228	2.2	1.22	3.471	Statistical Function
25	21	3.88	1.061	2.8	1.06	4.0233	Statistical Function

e-The Relative Importance of the questionnaire: To calculate the relative importance of all paragraphs of the questionnaire through getting the weighted average of all responses to the selected paragraph multiplied by(0.2) standard for a Likert quintet - below is a table (5) of the relative importance of all paragraphs of the questionnaire:

Table 5. The relative importance of all paragraphs of the questionnaire.

Variable Symbol	The Mean	Relative important
Y10	2.20	0.44
x13	2.68	0.54
x15	2.85	0.57
Y8	2.85	0.57

x14	2.90	0.58
x5	2.92	0.58
Y9	2.95	0.59
Y7	3.03	0.61
x7	3.12	0.62
Y2	3.17	0.63
Y6	3.22	0.64
x6	3.23	0.65
x12	3.23	0.65
x10	3.33	0.67
Y5	3.35	0.67
x3	3.40	0.68
x4	3.42	0.68
x2	3.43	0.69
x11	3.48	0.70
Y4	3.50	0.70
x9	3.50	0.70
Y3	3.50	0.70
Y1	3.52	0.70
x8	3.58	0.72
x1	3.62	0.72

From the table above we note apparent disparity of the relative importance of each paragraph of the questionnaire from the standpoint of interrogators and the importance was arranged in ascending order from lowest to highest. The highest was the variable x1 and less variable ratio Y10.

Test Hypotheses: For the purpose of verifying subsidiary hypothesis, regression analysis was calculated using regression analysis program (SPSS AMOS V.25) and calculating the effect size of coefficient Cohen we can see and determine the strength of the relationship and impact between hypotheses and study variables. Ten job management strategies have been selected for the purpose of proving the research hypotheses because they fit the Iraqi environment and represent the approved variables (Y). The success factors for e-management represent the approved variables (X).

Effect Size: The variable variance represents the variable that returns to the independent variable, It shows the strength of the relationship between the dependent variable and the independent variable, It gives us the practical significance of statistical differences or relationships between variables and whether that function is large enough to justify the adoption of the results, and thus it is distinguished from the statistical significance that deals with the probability of rejecting the zero hypothesis in terms of theoretical statistics only as in the following table (6):

Cohen Coefficient: Is a measure that tells the extent to which the dependent variable is interpreted or predicted by the independent variable (Cohen, 2005).

Table 6. The strength of the relationship between the dependent variable and the independent variable

No	The Hypotheses	Cohen Coefficient Value	Coefficient of Correlation	Sig. Level	Standard Error	Degree of Freedom	Interpretation of the hypothesis
1	There is significant effect for factors of success of Electronic Management on Open options strategy.	0.54	0.49	0.01	0.092	60	Sig effect

#	Statement						
2	There is significant effect for Factors of Success of E. Management on Skills development strategy.	0.62	0.58	0.02	0.093	60	Sig effect
3	There is significant effect for Factors of Success of E. Management on Virtual leadership strategy.	0.34	0.39	0.02	0.086	60	Sig effect
4	There is significant effect for Factors of Success of E. Management on Important operations expertise development strategy section.	0.37	0.42	0.01	0.098	60	Sig effect
5	There is significant effect for Factors of Success of E. Management on Strategy based on the experiences of the Organization.	0.66	0.54	0.01	0.11	60	Sig effect
6	There is significant effect for Factors of Success of E. Management on Re- feedback strategy the process of the return of information.	0.411	0.36	0.02	0.09	60	Sig effect
7	There is significant effect for Factors of Success of E. Management on Strategy of bringing in outside expertise.	0.71	0.63	0.001	0.08	60	Sig effect
8	There is significant effect for Factors of Success of E-Management on Adaptive Strategy	0.28	0.21	0.04	0.119	60	Sig effect
9	There is significant effect for Factors of Success of E. Management on Internal development opportunities strategy.	0.18	0.13	0.03	0.126	60	Sig effect
10	There is significant effect for Factors of Success of E. Management on Investment strategy development opportunities outside the Organization.	0.09	0.17	0.1	0.12	60	No Sig. Effect

From the table (6) above the significant values are statistical and noted to be less than 0.05 and near zero this means accepting the hypothesis that there is a significant connotation, positive effect of E-management success factors and job management strategies:. To verify and validate this hypothesis, we used the statistical program (SPSS- AMOS) which illustrates analysis of the path correlation and effect relationships between the independent variables (X) and the dependent Variable (Y)as in the following figure(2): (e= Effect) (R= Correlation. Figure (2) illustrates the highest effect and correlation between E-management success factors and job management strategies.

Conclusions

A strategic vision about adopting electronic management with administrative leadership able to guide staff towards e-management within departments was discussed. Having the support of senior management to implement electronic administration within organizations also discussed.

The presence of support by senior management on the application of e-management within the research organizations necessitates having the right technological research organization tools that allow them to apply electronic management, especially since they have the experience and the workers who are able to work on a computer. Employees must be able to employ this technology and to provide a service to the community, which is the primary goal of all public organizations.

Application of electronic administration significantly contribute to development of work which will allow them to facilitate work processes and enhance the quality in services provided to citizens (beneficiaries) which is paramount for public organizations that exist. Outside pressure has a big role to the Directorate as discussed, particularly in the application of electronic administration projects, and we also note that the Administration strives to provide adequate protection for data and information, but at the same time we find that the Administration has a problem in providing the necessary equipment to cope with accidents and other crises. Job search strategies adopted show that Iraqi organizations strive for strategies that fit the Iraqi environment. A statistically significant correlation of the electronic management success factors in most of the nine of the 10 functional strategies adopted by the search reached the top (0.63) when the level indication (0.05). Using e-governance will facilitate strategic selection process management which is functionality sound and satisfies desired objectives. A statistically significant positive effect at (0.05) among the success factors of e-governance and functional strategies adopted by the search reached the top (0.71), thus using e-governance will facilitate strategic selection process management functionality that satisfies all the objectives.

Recommendations

Management needs to pay attention to scientific research or studies submitted on performance development and solve the problems faced by financial support issues. The management in organizations discussed the hiring of experts and consultants to provide consulting in the area of e-management which utilizes external expertise and not only internal experiences, and may lead to failure in the implementation process, especially if its experience is in application of electronic management. Work on rewarding individuals for their new and innovative ideas and for their significant role in the process of organizational change may inspire them and motivate them to create a spirit of creativity and mitigate challenges they have through the material and moral support. The need to raise awareness of the importance of culture and organizational change and the importance of applying e-governance by holding seminars and meetings between the resolution and the middle and lower departments is vital. Developing an integrated and accurate database and maintaining information security protection of electronic administration sites from misuse and then protect it from external threats is essential. Promoting awareness within the organization and at all levels of the importance of electronic management and organizational change, as they help eliminate a lot of problems and constraints facing the organizations discussed through courses and seminars.

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